

Message: RE: Invalid Client SSNs

✉ RE: Invalid Client SSNs

From Kraft, Emily
To 'Carrie Hoelscher'
Cc

Date Thursday, March 9, 2017 11:15 AM

I'm working with ITSD on how to work around that. I'm not able to do edit it on my end either.

And I figured that was what was happening. A lot of other contractors did the same just trying to get all the existing clients into the database as quickly as possible.

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Thursday, March 09, 2017 11:11 AM
To: Kraft, Emily
Subject: RE: Invalid Client SSNs

Emily,

Options in Ava just called me and said that they're unable to enter the correct SSNs because that field is "greyed out" and gives them the red crossed out circle and won't let them edit the number. I just tried from my log in and am having the same issue. How do they need to go about editing SSNs?

By the way, Connie told me she only entered the last four digits of their SSNs because she didn't have their full number yet and knew the monthly client form was due to the state, so was trying to get all of their intakes completed so she could complete their monthly client forms. The person that was supposed to be transferring all of their existing clients into the new database has been out of state for several weeks caring for an ill parent and they were very behind on getting this done. They were very apologetic!

Thanks for your help!
Carrie

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Monday, March 6, 2017 10:58 AM
To: 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>
Subject: Invalid Client SSNs

Hi Carrie,

I was checking out some of the data in the new A2A system, and it appears that one of your case managers, Connie Maanum, has entered invalid SSNs for all but three of the clients assigned to her. Please speak with her about the importance of entering correct SSNs for her clients. If she needs to assist her clients with obtaining SSN cards in order to obtain the correct SSN, please have her do so. The clients who have incorrect SSNs in the system are as follows:

Client First	Client Last	CM First	CM Last	Contractor
		Connie	Maanum	Alliance for Life - Missouri
		Connie	Maanum	Alliance for Life - Missouri
		Connie	Maanum	Alliance for Life - Missouri
		Connie	Maanum	Alliance for Life - Missouri
		Connie	Maanum	Alliance for Life - Missouri
		Connie	Maanum	Alliance for Life - Missouri
		Connie	Maanum	Alliance for Life - Missouri
		Connie	Maanum	Alliance for Life - Missouri
		Connie	Maanum	Alliance for Life - Missouri
		Connie	Maanum	Alliance for Life - Missouri
		Connie	Maanum	Alliance for Life - Missouri

Thanks,

Emily Kraft

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